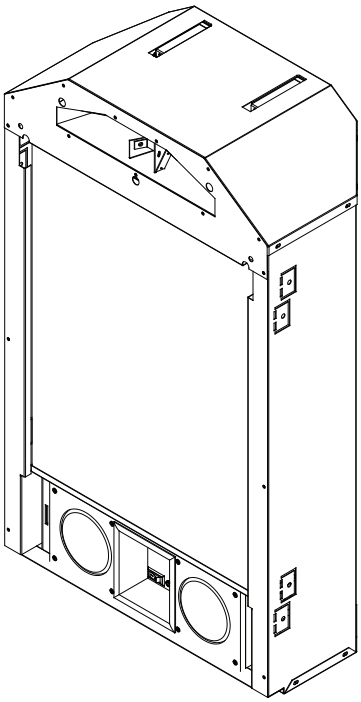
21E Electric Fireplace



- Installation
- Operation and Maintenance

[redacted]

[redacted]

WARNING: **If the information in these instructions is not followed exactly, a fire may result causing property damage, personal injury or loss of life.**

Do not store or use gasoline or other flammable vapors and liquids in the vicinity of this or any other appliance.

Valued Customer,

Thank you and congratulations for purchasing an electric fireplace by Travis Industries, Inc. Over the years, valuable memories will occur around the warmth and comfort of your hearth. Thank you for allowing our product to be the backdrop for those special moments.

Owner's Manual

TRAVIS INDUSTRIES
HOUSE OF FIRE
4800 Harbour Pointe Blvd. SW
Mukilteo, WA 98275

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100-01183_000 4090826

Quick Reference Guide and Contents

1. Prior to the first use of the fireplace verify the following:
   - Are the circuit breakers for the socket the unit uses on?

2. The heater on your fireplace may emit a slight, harmless odor when first used. This odor is a normal condition caused by the initial heating of internal heater parts and will not occur again.

3. The information regarding the model of your fireplace can be found on the rating plate. Refer to Page 4 for location.

4. If you have any technical questions or concerns regarding the operation of your fireplace, or require service, contact your Travis Industries, Inc. dealer before returning the product to the point of purchase. You can find a Travis dealer at www.travisproducts.com.

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Please Retain This User's Guide For Future Reference

! **NOTE:** Procedures and techniques that are considered important enough to emphasize.

⚠ **CAUTION:** Procedures and techniques which, if not carefully followed, will result in damage to the equipment.

⚠ **WARNING:** Procedures and techniques which, if not carefully followed, will expose the user to the risk of fire, serious injury, illness or death.

When using electrical appliances, basic precautions should always be followed to reduce the risk of fire, electric shock, and injury to persons, including the following:

1. Read all instructions before using the electric fireplace.
2. The heater is hot when in use. To avoid burns, do not let bare skin touch hot surfaces. The trim around the heater outlet becomes hot during heater operation. Keep combustible materials, such as furniture, pillows, bedding, papers, clothes, and curtains at least three (3) feet (0.9 m) from the front of the unit.
3. Extreme caution is necessary when any heater is used by or near children or invalids and whenever the unit is left operating and unattended.
4. Always unplug the electric fireplace when not in use.
5. Do not operate any unit with a damaged cord or plug, or if the heater has malfunctioned, or if the electric fireplace has been dropped or damaged in any manner. Return heater to authorized service facility for examination, electrical or mechanical adjustment, or repair.
6. Do not use outdoors.
7. The electric fireplace is not intended for use in laundry areas and similar indoor locations. Never locate heater where it may fall into a bathtub or other water container.
8. Do not run the cord under carpeting. Do not cover cord with throw rugs, runners, or the like. Arrange cord away from traffic area and where it will not be tripped over.
9. To disconnect the unit, turn the controls off, then remove the plug from the outlet.
10. Do not insert or allow foreign objects to enter any ventilation or exhaust opening as this may cause an electric shock or fire, or damage to the heater.
11. To prevent a possible fire, do not block air intake or exhaust in any manner. Do not use on soft surfaces, like a bed, where openings may become blocked.
12. All electrical heaters have hot and arcing or sparking parts inside. Do not use in areas where gasoline, paint, or flammable liquids are used or stored or where the unit will be exposed to flammable vapors.
13. Do not modify the electric fireplace. Use it only as described in this manual. Any other use not recommended by the manufacturer may cause fire, electric shock or injury to persons.
14. Avoid the use of an extension cord. Extension cords may overheat and cause a risk of fire. If you must use an extension cord, the cord must be No. 14 AWG minimum size and rated no less than 1875 Watts.
15. Do not burn wood or other materials in the electric fireplace.
16. Do not strike the fireplace glass.
17. Always use a certified electrician should new circuits or outlets be required.
18. Always use properly grounded, fused and polarized outlets.
19. Disconnect all power supply before performing any cleaning, maintenance or relocation of the unit.
20. When transporting or storing the unit and cord, keep in a dry place, free from excessive vibration and store so as to avoid damage.

SAVE THESE INSTRUCTIONS

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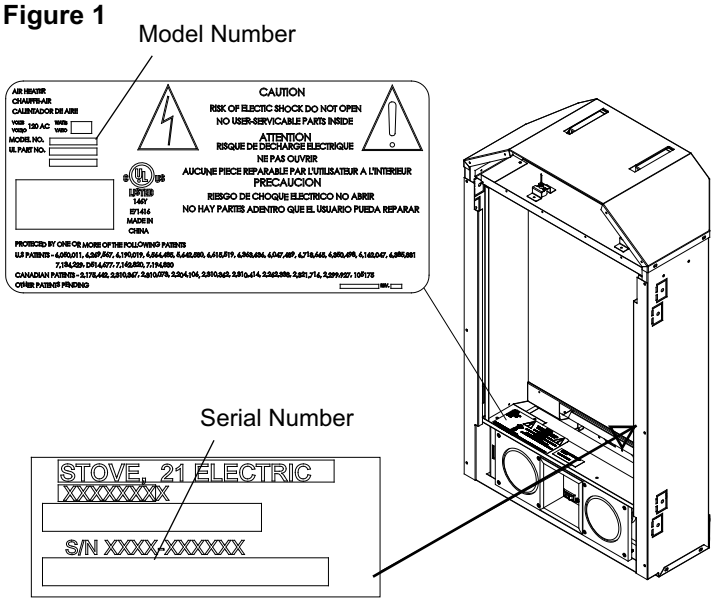
Model and Serial Number Information

If you have any questions regarding our products please have the model and serial number when calling your Travis Industries dealer. The model number is located under the log set (see "Unpacking" below and Figure 1).

The serial number label below must be attached to the right side flange (see Figure 1). An additional label is affixed to the right for future reference.

Figure 1

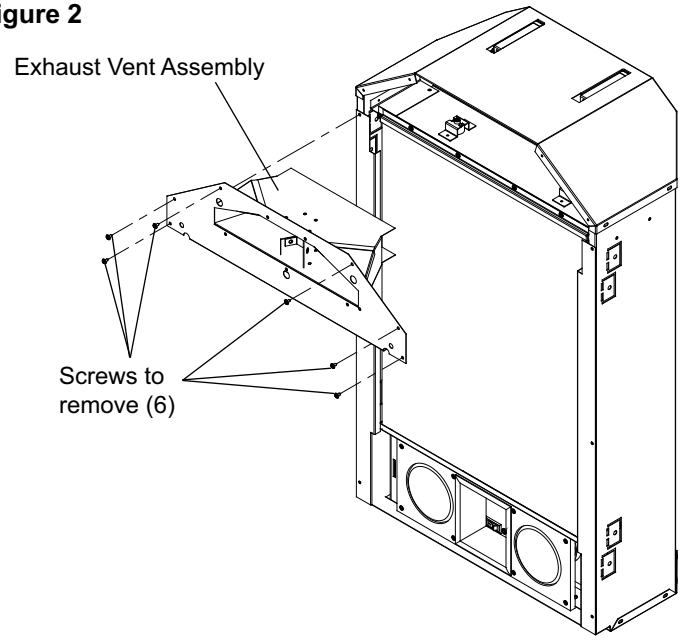


Unpacking

The fireplace is packaged in such a way as to prevent damage to the Front Glass and Log Set. This packaging must be removed before operation.

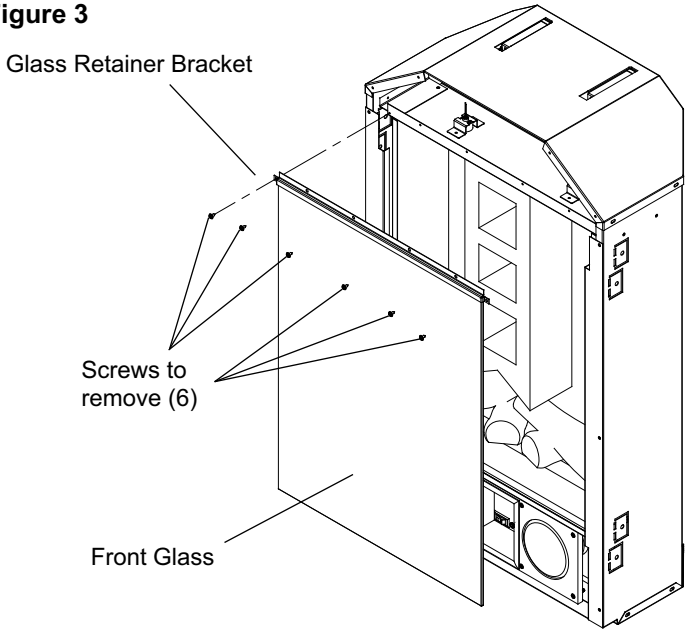
1. Remove all exterior bags and packaging from the fireplace.
2. Remove six (6) Phillips screws as shown in Figure 2 and remove the Exhaust Vent Assembly.

Figure 2



3. Remove six (6) Phillips screws from the Glass Retainer Bracket (Figure 3) and remove the bracket.
4. The Front Glass sits inside a shallow groove just above the speakers. To remove the glass, lift it up and off the groove (Figure 3). The corner protectors may be discarded.

Figure 3



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5. Remove the Foam Block from within the firebox carefully, supporting the chassis and/or Log Set as needed (Figure 4).

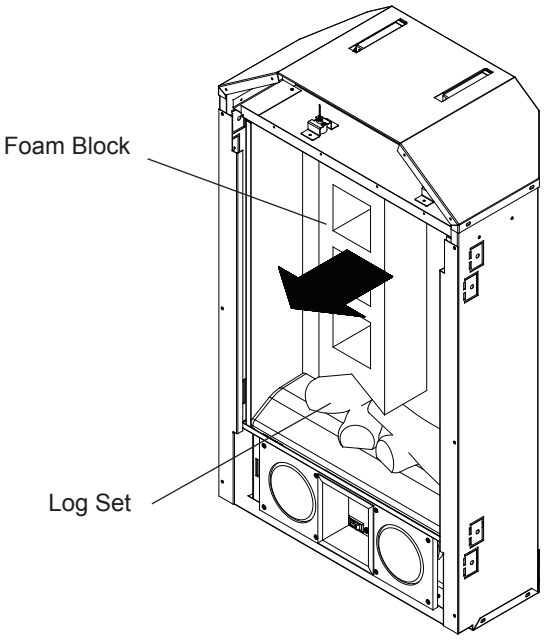
NOTE: If using a liner, install it at this time (see page 18).

6. Follow steps 2 through 4 in reverse order to reassemble the fireplace.

! **NOTE:** The model and serial number labels are located under the Log Set. To access, follow steps 2 through 4 as described above to remove the Front Glass.

Pull the front edge of the Log Set up above the sheet metal of the fireplace, then slide the rear edge of the Log Set from underneath the mirror.

Figure 4



Site Selection and Preparation

! **NOTE 1:** A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

⚠ **WARNING:** Ensure the power cord is not installed so that it is pinched or against a sharp edge and ensure that the power cord is stored or secured to avoid tripping or snagging to reduce the risk of fire, electric shock or injury to persons.

Construction and electrical outlet wiring must comply with local building codes and other applicable regulations to reduce the risk of fire, electric shock and injury to persons.

Do not attempt to wire your own new outlets or circuits. To reduce the risk of fire, electric shock or injury to persons, always use a licensed electrician.

This section provides instructions for selecting a location and preparing the site to install the fireplace into your surround.

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. For ease of electrical hook up you may wish to locate the fireplace near an existing outlet (refer to NOTE 1).
3. Store the fireplace in a safe dry and dust free location.

! **NOTE:** The dimensions of the fireplace are 20 ⅛ inches (511 mm) wide x 33 ⅝ (854 mm) inches high x 9 ¾ inches (248 mm) deep. The viewing area is 17 ¼ inches (438 mm) wide and 22 ⅓ (567 mm) inches high. The fireplace does not require any additional venting.

Additional Items Required for Installation

This fireplace requires a Travis Industries (Avalon, Lopi, or Fireplace Xtrordinair) face or trim kit to finalize the installation. Do not operate this fireplace without the face or trim.

For Bathroom Use

If this unit is installed in a bathroom it must be protected by a GFI receptacle or circuit. If receptacle is used it must be readily accessible.

To prevent electrical shock this unit is an electrical appliance that is not watertight and must be installed as to prevent water from entering unit. This must be installed away from showers, tubs, etc. Never locate fireplace where it may fall into a bathtub or other water container. High temperatures may be generated under certain abnormal conditions. Do not partially or fully cover or obstruct the front of this heater.

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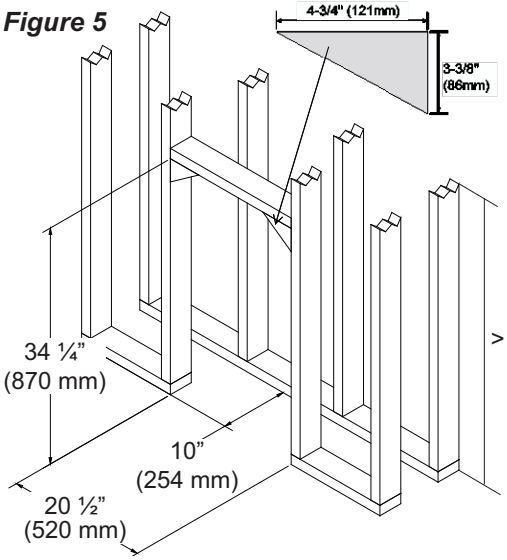
The 21E Electric Fireplace may be installed into a variety of settings. To install the fireplace assembly into a mantel, refer to mantel assembly instructions.

! **NOTE 1:** A 15 Amp, 120 Volt circuit is required. A dedicated circuit is preferred but not essential in all cases. A dedicated circuit will be required if, after installation, the circuit breaker trips or fuse blows on a regular basis when the heater is operating. Additional appliances on the same circuit may exceed the current rating of the circuit breaker.

! **IMPORTANT:** If not using a mantel, the fireplace must be installed in an enclosure with the following **MINIMUM** internal/opening dimensions (Figure 5).

Figure 5



! **IMPORTANT:** There must be a minimum clearance of 57 inches (1.44 m) from a ceiling to the bottom of the unit.

New Wall Construction

1. Select a suitable location that is not susceptible to moisture and is away from drapes, furniture and high traffic.
2. Place the fireplace in the desired location to see how it will look in the room.
3. Mark the desired location on the floor and store the fireplace in a safe, dry and dust free location.
4. Use studs to frame an opening of 20 ½ inch (520 mm) wide x 34 ¼ inch (870 mm) high x 10 inch (254 mm) deep (Figure 5). Install the upper corner framing supports.

Option #1: The power cord can be lead from behind the trim and along the wall to an outlet near the fireplace.

⚠ **CAUTION: Do not install the fireplace insert directly on carpet or similar surfaces which may restrict air circulation**. If installing the fireplace in a carpeted area, place a one-piece, solid, flat surface under the fireplace insert.

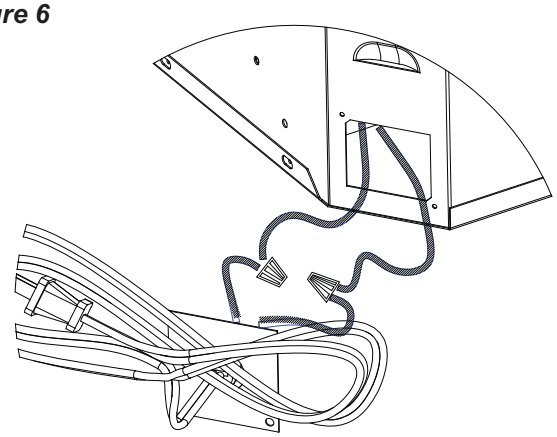
Option #2: Hard wired.

1. Wire a dedicated, properly fused circuit with a 120 Volt, 15 Amp rating. Allow up to eight (8) feet (2.44 m) of service cable for connecting the power supply to the junction box for the fireplace when installing after finishing wall.

⚠ **CAUTION:** Use two conductor, non-metallic sheath cable with ground wire (3 wires total) for the incoming power supply on fireplace inserts. Use appropriate wire to meet local and national electrical codes for rated power consumption.

2. Remove the outer jacket and strip the individual conductor from the end.
3. Loosen the screw securing the junction box cover and remove the cover.
4. Take the cables out from the junction box, loosen the two wire twist nuts and remove the cord set (Figure 6).

Figure 6



5. Route the power supply wire through the knockout on supplied alternative junction box cover and secure with a wire clamp (not supplied) (Figure 7).
6. Connect the black wire (live) from the unit to the black wire from power supply (Figure 7).
7. Connect the white wire (neutral) from the unit to the white wire from power supply (Figure 7).
8. Connect the green wire (ground) from the unit to the green wire from power supply (Figure 7).
9. Place all connectors inside the unit and secure the junction box cover to unit. Ensure that the cable clamp grips only the jacket of service cable.

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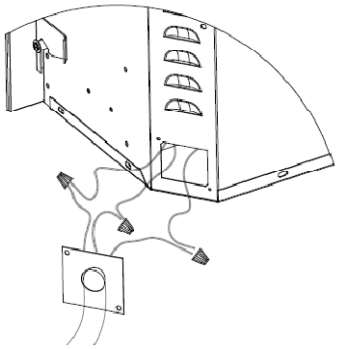
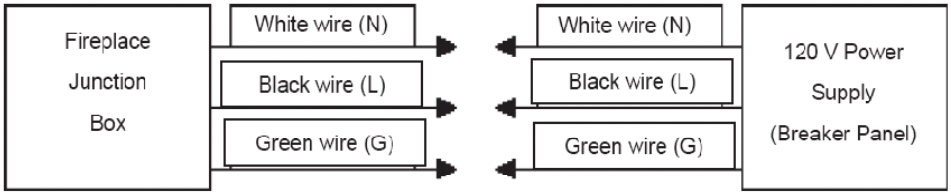
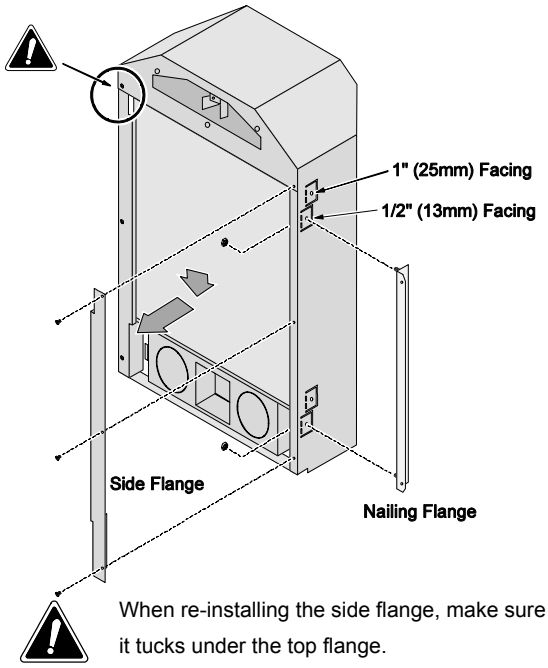
Figure 7





Nailing Flanges

Two nailing flanges are shipped with the fireplace to secure the fireplace to the framing or cabinet. For framing, secure the nailing flanges to the framing from the front. For cabinets, secure the nailing flanges to the inside of the cabinet. Secure the nailing flanges to the fireplace with the included nuts (see figure 8). Use the correct alignment hole for either ½" (13mm) or 1" (25mm) facing (see figure 9).



When re-installing the side flange, make sure it tucks under the top flange.

Figure 8

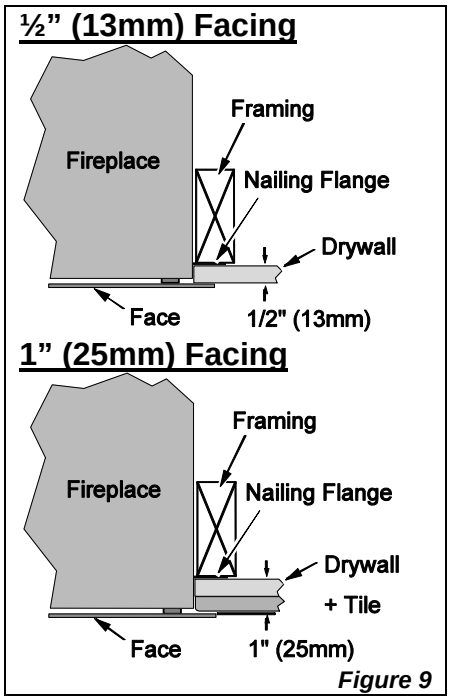


Figure 9

Facing Other Than ½" (13mm) or 1" (25mm) Thick

If the facing is not ½" (13mm) or 1" (25mm) thick, temporarily secure a strip of facing material to both sides of the fireplace opening. The facing thickness must represent the total thickness of the finished facing. Insert the fireplace into place and slide it back until the front of the fireplace (including screw heads) is flush with the facing. Secure the fireplace to the framing or cabinet using shims and the nailing flanges or the nail down brackets (see Figure 11).

Trim Strip

Install the included trim strip as shown in Figure 10. This conceals the drywall edge near the fireplace.

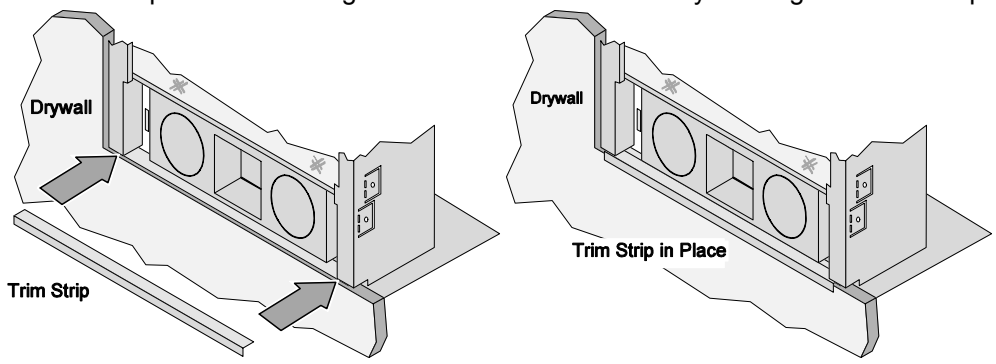


Figure 10

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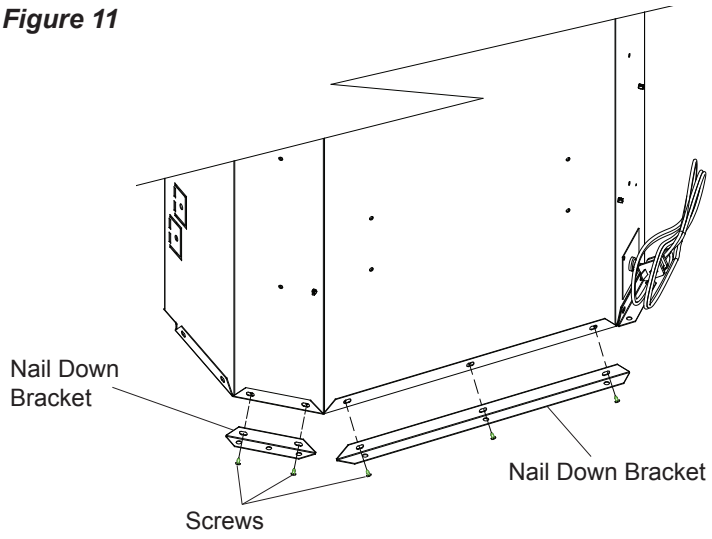
Fireplace Installation

Three nail down brackets are included with the fireplace to secure the fireplace to the floor. These brackets are only required when the front nailing brackets are not used. To attach the brackets, remove the screws along the base of the fireplace, install the brackets, and anchor the brackets to the floor (see Figure 11).

Figure 11

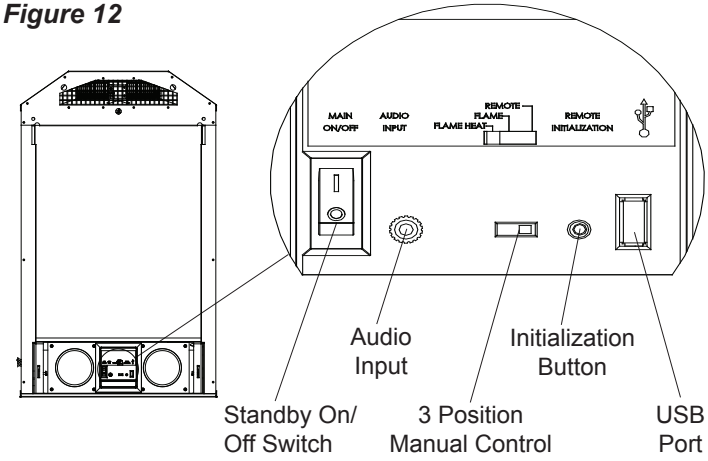


Operation

Electric Fireplace Manual Control

The manual controls for the fireplace are located within the storage box at the bottom of the unit (Figure 12). The switches are accessible by opening the door on the bottom of the trim.

Figure 12



Standby On/Off Switch

Places the unit in a Standby mode when not in use.

Audio Input

The Audio Input port is a 3.5 mm input jack which will allow audio signals from MP3 players (or other devices) to be played through the unit's speaker system.

3 Position Manual Control

Remote (right position): The unit is operated with the supplied remote control.

Flame (center position): The flame effect is turned on.

Flame & Heat (left position): The flame effect and heater are turned on simultaneously. When the manual control is in the **Flame & Heat** position the heater does not run on the remote operated thermostat.

! NOTE: When the manual control switch is in the **Flame** and **Flame & Heat** positions, the fireplace unit will not operate with the remote control.

Initialization Button

Used to synchronize the remote control.

USB Port

Use the USB port to charge your USB device. Charge time will vary depending on the device connected.

! NOTE: The USB port is for charging only, it does not provide input into the speaker system.

! NOTE: A retractable iPod™/iPhone™ USB charge cable is included with the fireplace.

Resetting the Temperature Cutoff Switch

Should the heater overheat, an automatic switch will turn

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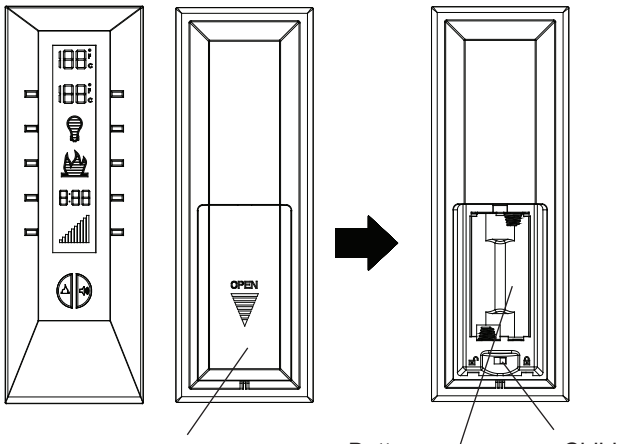
the heater off and it will not come back on without being reset. If the unit is plug connected, the temperature cutoff switch can be reset by unplugging the unit, waiting five (5) minutes and plugging the unit back in. If the unit has been hard wired, the branch circuit breaker will need to be turned off for five (5) minutes then back on to reset the cutoff.

⚠ **CAUTION:** If you need to continuously reset the heater, unplug the unit and call your Travis Industries, Inc. dealer. You can find a Travis dealer at www.travisproducts.com. Please have your model and serial number ready when calling.

Remote Control

The remote control has a range of approximately 50 feet (15.25 m), it does not have to be pointed at the fireplace and can pass through most obstacles (including walls). It is supplied with 243 independent frequencies to prevent interference with other units.

Figure 13



Battery Installation

1. Depress tab on the battery cover on the back of the remote transmitter and remove battery cover (Figure 13).
2. Properly orientate and install two (2) AAA batteries into the remote control (included).
3. Ensure child lock is in the “unlocked” position (Figure 15).
4. Replace the battery cover.

! **NOTE:** When the “**BAT**” symbol is present on the remote control it is recommended to replace the batteries promptly, to maintain full functionality of the remote/fireplace. The remote transmitter has a battery backup time of only several hours.

Initializing the Remote Control

Follow steps 1 through 7 to initialize and if required, re-initialize the remote with the fireplace:

1. Plug the unit’s power cord into a 120 Volt wall outlet.
2. Ensure the Standby On/Off Switch is in the Standby On “ I “ position.
3. Set the 3 Position Manual Control switch to the **Remote** (right) position.
4. Press and hold the Initialization Button on the unit (Figure 12).
5. While holding the Initialization Button, press the Flame/Heat On/Off button or the Audio On/Off button on the remote control transmitter.
6. Release the Initialization Button on the unit.
7. Press the Flame/Heat On/Off button to turn the Flame/Heat function on, or press the Audio On/Off button to turn the Audio function on.

! **NOTE:** This equipment has been tested and found to comply with the limits for Class B digital device, pursuant to part 15 of the FCC Rules. These limits are designed to provide reasonable protection against harmful interference in a residential installation. This equipment generates, uses and can radiate radio frequency energy and, if not installed and used in accordance with the instructions, may cause harmful interference to radio or television reception, which can be determined by turning the equipment off and on, the user is encouraged to try to correct the interference by one or more of the following measures:

- Reorient or relocate the receiving antenna.
- Increase the separation between the equipment and the receiver.
- Connect the equipment into an outlet on a circuit different from that to which the receiver is connected.
- Consult the dealer or an experienced radio/TV technician for help.

Operation is subject to the following two conditions: (1) this device may not cause interference and; (2) this device must accept any interference, including interference that may cause undesired operation of the device.

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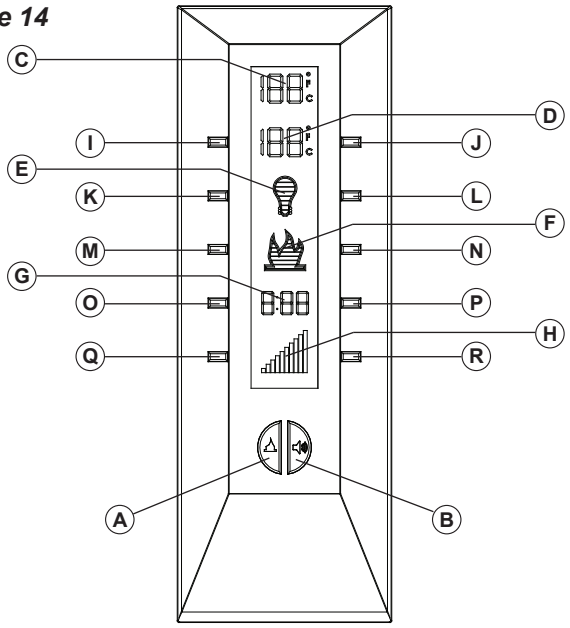
Figure 14



A. Flame/Heat On/Off
B. Audio On/Off
C. Room Temperature
D. Set Temperature
E. Light Dimmer
F. Flame Speed Control
G. Sleep Timer
H. Audio Volume
I. Temperature Down
J. Temperature Up
K. Dimmer Down
L. Dimmer Up
M. Flame Speed Down
N. Flame Speed Up
O. Sleep Timer Down
P. Sleep Timer Up
Q. Audio Volume Down
R. Audio Volume Up

A. Flame/Heat On/Off

Press the **A. Flame/Heat On/Off** button to turn the Flame/Heat function on. When the **D. Set Temperature** is higher then the **C. Room Temperature** the heat will come on. To turn the heat off, lower the **D. Set Temperature** so that it's setting is lower then the **C. Room Temperature**. The default temperature setting is 72°F (22°C).

! **NOTE:** When using the remote control the heater runs on a thermostat. Press the **J. Temperature Up** or **I. Temperature Down** button to adjust the set temperature. Once the desired set temperature is reached the heater will turn off. The heater will cycle on and off to maintain the desired set temperature.

B. Audio On/Off

The fireplace includes an audio system.

Press the **B. Audio On/Off** button to turn the Audio System on and off. When the Audio function is on, the volume level bars will appear on the remote control display. When off, the volume level bars will turn off.

The default setting for the Audio System is set at a middle volume setting. Press the **Q. Audio Volume Down** button to turn the volume level down, or press the **R. Audio Volume Up** button to turn the volume level up.

! **NOTE:** To turn the Flame/Heat and Audio functions off at the same time, press and hold both control buttons simultaneously.

D. Set Temperature

1. Press **A. Flame Heat On/Off** button to turn fireplace on.
2. Press **J. Temperature Up** to raise thermostat.
3. Press **I. Temperature Down** to lower thermostat.

Press both **J. Temperature Up** and **I. Temperature Down** to change °F to °C.

E. Light Dimmer

1. Press the **A. Flame/Heat On/Off** button to turn the Flame/Heat on.
2. Repeatedly press the **L. Dimmer Up** or **K. Dimmer Down** button to decrease or increase the brightness of the upper lights.

F. Flame Speed Control

1. Press the **A. Flame/Heat On/Off** button to turn the Flame/Heat on.
2. Press the **N. Flame Speed Up** to increase the speed of the flame.
3. Press the **M. Flame Speed Down** to decrease the speed of the flame.

G. Sleep Timer

The Sleep Timer automatically shuts off the fireplace after a preset time (from 30 minutes to 8 hours).

1. Press the **A. Flame/Heat On/Off** button to turn the Flame/Heat on.
2. To set the sleep timer press the **P. Sleep Timer Up** button.
3. Set the timer from 30 minutes through 8 hours.
4. The fireplace will automatically turn off when the sleep timer reaches 0 minutes.
5. The sleep timer can be cancelled at any time by pressing the **O. Sleep Timer Down** button repeatedly until the sleep timer displays "0".

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Other Remote Control Functions

Frequency Interference

If the fireplace does not respond properly to the remote control, the remote operating frequency may have to be reset. The remote control can send another frequency code to the circuit board to eliminate interference.

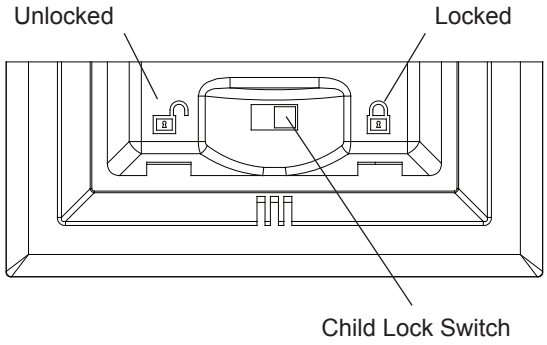
1. Simultaneously press the **O. Sleep Timer Down** button and the **Q. Audio Volume Down** button on the remote control.
2. "**COD**" will appear in place of the sleep timer digits.
3. Release the **O. Sleep Timer Down** button and the **Q. Audio Volume Down** button.
4. Press the Initialization Button on the unit (Figure 12).
5. Press the **A. Flame/Heat On/Off** button on the remote.

Your remote will now have a different frequency communicating with the fireplace.

Child Lock

1. Depress tab on the battery cover on the back of the remote transmitter and remove the battery cover (Figure 13).

Figure 15



2. Move Child Lock tab to the right to lock the remote transmitter (Figure 15).
3. Move Child Lock tab back to the left to unlock the remote transmitter.
4. Replace the battery cover.

! **NOTE:** To temporarily unlock the remote transmitter press (in order): **I. Temperature Down;** then **J. Temperature Up;** then **K. Dimmer Down** (Figure 14). When the remote transmitter's backlight is illuminated the Child Lock is bypassed. When the backlight is off the Child Lock is re-activated.

Maintenance

⚠ **WARNING:** Disconnect power before attempting any maintenance or cleaning to reduce the risk of fire, electric shock or damage to persons.

You will need to remove the face to access the fireplace. The face is held in place with short hooks and a screw (or bolt). With the fireplace cool, remove the screw or bolt and lift the face upwards and forward to remove. Place the face on a soft surface to prevent scratches.

Glass Cleaning

The glass is cleaned in the factory during the assembly operation. During shipment, installation, handling, etc., the glass may collect dust particles; these can be removed by dusting lightly with a clean dry cloth.

To remove fingerprints or other marks, the glass can be cleaned with a damp cloth. To prevent scratching, do not use abrasive cleaners or spray liquids on the glass surface.

Fireplace Surface Cleaning

Use a cloth dampened with warm water only to clean painted surfaces of the electric fireplace. Do not use abrasive cleaners.

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Warranty

Products to which this limited warranty applies

This limited warranty applies to your newly purchased Travis Industries, Inc. 21 Electric Fireplace and newly purchased face or trim kit. This limited warranty applies only to purchases made in any province of Canada *except* for Yukon Territory, Nunavut, or Northwest Territories or in any of the 50 States of the USA (and the District of Columbia). This limited warranty applies to the original purchaser of the product only and is not transferable.

Products excluded from this limited warranty

Products purchased in Yukon Territory, Nunavut, or Northwest Territories, are not covered by this limited warranty. Products purchased in these provinces or territories are sold AS IS without warranty or condition of any kind (including, without limitation, any implied warranties or conditions of merchantability or fitness for a particular purpose) and the entire risk of as to the quality and performance of the products is with the purchaser, and in the event of a defect the purchaser assumes the entire cost of all necessary servicing or repair.

What this limited warranty covers and for how long

Products, other than face or trim kits, covered by this limited warranty have been tested and inspected prior to shipment. Subject to the provisions of this warranty, Travis Industries, Inc. warrants such products to be free from defects in material and workmanship for a period of 5 years from the date of the first purchase of such products as follows: (a) a repair or replacement warranty on defective products or parts, including in-home services, for the first 2 years following the date of first purchase; and (b) thereafter, a replacement of parts warranty on defective products and parts (with no in-home services) for the 3 year period commencing on the second anniversary of first purchase and ending on the fifth anniversary of the date of first purchase.

Face or trim kits covered by this limited warranty have been tested and inspected prior to shipment and, subject to the provisions of this warranty, Travis Industries, Inc. warrants such products to be free from defects in material and workmanship for a period of 1 year from the date of first purchase of such products. Warranty services do not include in-home services.

The above section is a summary only of your warranty rights. Please review the remaining provisions of this warranty for your specific rights.

The limited 5 year warranty period for products other than face or trim kits and the limited 1 year warranty period for face or trim kits also applies to any implied warranties that may exist under applicable law. Some jurisdictions do not allow limitations on how long an implied warranty lasts, so the above limitation may not apply to the purchaser.

What this limited warranty does not cover

This limited warranty does not apply to products that have been repaired (except by Travis Industries, Inc. or its authorized service representatives) or otherwise altered. This limited warranty does further not apply to defects resulting from misuse, abuse, accident, neglect, incorrect installation, improper maintenance or handling, or operation with an incorrect power source.

What you must do to get service under this limited warranty

Defects must be brought to the attention of your Travis Industries, Inc. dealer. You can find a Travis dealer at www.travisproducts.com. Please have proof of purchase, catalogue/model and serial numbers available when calling. Limited warranty service requires a proof of purchase of the product.

What Travis Industries, Inc. will do in the event of a defect

In the event a product or part covered by this limited warranty is proven to be defective in material or workmanship during (i) the 5 year limited warranty period for products other than face or trim kits, and (ii) the 1 year limited warranty period for face or trim kits, you have the following rights:

- Limited warranty service will be performed solely by dealers or service agents of Travis Industries, Inc. authorized to provide limited warranty services.
- **For products (other than face or trim kits) for the period ending at midnight on the second anniversary of the date of first purchase**, Travis Industries, Inc. will in its sole discretion either repair or replace such defective product or part without charge. If Travis Industries, Inc. is unable to repair or replace such product or part, or if repair or replacement is not commercially practicable or cannot be timely made, Travis Industries, Inc. may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. *This limited warranty entitles the purchaser to on-site or in-home warranty services*. Accordingly, Travis Industries, Inc. will be responsible for all labour and transportation costs associated with the repair or replacement of the product or part except as follows: (i) charges may be levied for travel costs incurred to travel to the purchaser's site where the product is located if the purchaser's site is beyond 30 miles (48 km) from the closest service depot of a Travis Industries, Inc. dealer or service agent; and (ii) the purchaser is solely responsible for providing clear access to all serviceable parts of the product.
- **For products (other than face or trim kits) for the period commencing at 12:01 a.m. on the day after the second anniversary of the first purchase and ending at midnight on the fifth anniversary of the date of first purchase**, this limited warranty entitles the purchaser to replacement parts only without charge. If Travis Industries, Inc. is unable to replace such part, or if replacement is not commercially practicable or cannot be timely made, Travis Industries, Inc. may, in lieu of replacement, choose to refund the purchase price for such part. The purchaser shall not be entitled to on-site or in-home warranty services. The purchaser shall be responsible for all expenses incurred for the removal of the part and installation of the replacement part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's place of business and all labour costs. Such costs shall not be the responsibility of Travis Industries, Inc.
- **For face or trim kits for the period ending at midnight on the first anniversary of the date first purchase,** Travis Industries, Inc. will in its sole discretion either repair or replace such defective face or trim kits or part thereof without charge. If Travis Industries, Inc. is unable to repair or replace such product or part, or if repair or replacement is not commercially

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practicable or cannot be timely made, Travis Industries, Inc. may, in lieu of repair or replacement, choose to refund the purchase price for such product or part. The purchaser shall not be entitled to on-site or inhouse services. The purchaser is responsible for all expenses incurred for repair or replacement such product or part including, without limitation, all shipping costs and transportation costs to and from the authorized dealer's or service agent's business and all labour costs. Such costs shall not be the responsibility of Travis Industries, Inc.

- On-site or in-home services not provided under warranty may be performed at the purchaser's specific request and expense at Travis Industries, Inc. then-current rates for such services.

What Travis Industries, Inc. and its dealers and service agents are also not responsible for:

IN NO EVENT WILL TRAVIS INDUSTRIES, INC. , OR ITS DIRECTORS, OFFICERS, OR AGENTS, BE LIABLE TO THE PURCHASER OR ANY THIRD PARTY, WHETHER IN CONTRACT, IN TORT, OR ON ANY OTHER BASIS, FOR ANY INDIRECT, SPECIAL, PUNITIVE, EXEMPLARY, CONSEQUENTIAL, OR INCIDENTAL LOSS, COST, OR DAMAGE ARISING OUT OF OR IN CONNECTION WITH THE SALE, MAINTENANCE, USE, OR INABILITY TO USE THE PRODUCT, EVEN IF TRAVIS INDUSTRIES, INC. ITS DIRECTORS, OFFICERS, OR AGENTS HAVE BEEN ADVISED OF THE POSSIBILITY OF SUCH LOSSES, COSTS OR DAMAGES, OR IF SUCH LOSSES, COSTS, OR DAMAGES ARE FORESEEABLE. IN NO EVENT WILL TRAVIS INDUSTRIES, INC., OR ITS OFFICERS, DIRECTORS, OR AGENTS BE LIABLE FOR ANY DIRECT LOSSES, COSTS, OR DAMAGES THAT EXCEED THE PURCHASE PRICE OF THE PRODUCT.

SOME JURISDICTIONS DO NOT ALLOW THE EXCLUSION OR LIMITATION OF INCIDENTAL OR CONSEQUENTIAL DAMAGES, SO THE ABOVE LIMITATION OR EXCLUSION MAY NOT APPLY TO THE PURCHASER.

How State and Provincial law apply

This limited warranty gives you specific legal rights, and you may also have other rights which vary from jurisdiction to jurisdiction. The provisions of the United Nations Convention on Contracts for the Sale of Goods shall not apply to this limited warranty or the sale of products covered by this limited warranty.

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Approved for use in the United States and Canada

Find your nearest Travis Dealer at:
www.travisproducts.com

TRAVIS INDUSTRIES
HOUSE OF FIRE
4800 Harbour Pointe Blvd. SW
Mukilteo, WA 98275

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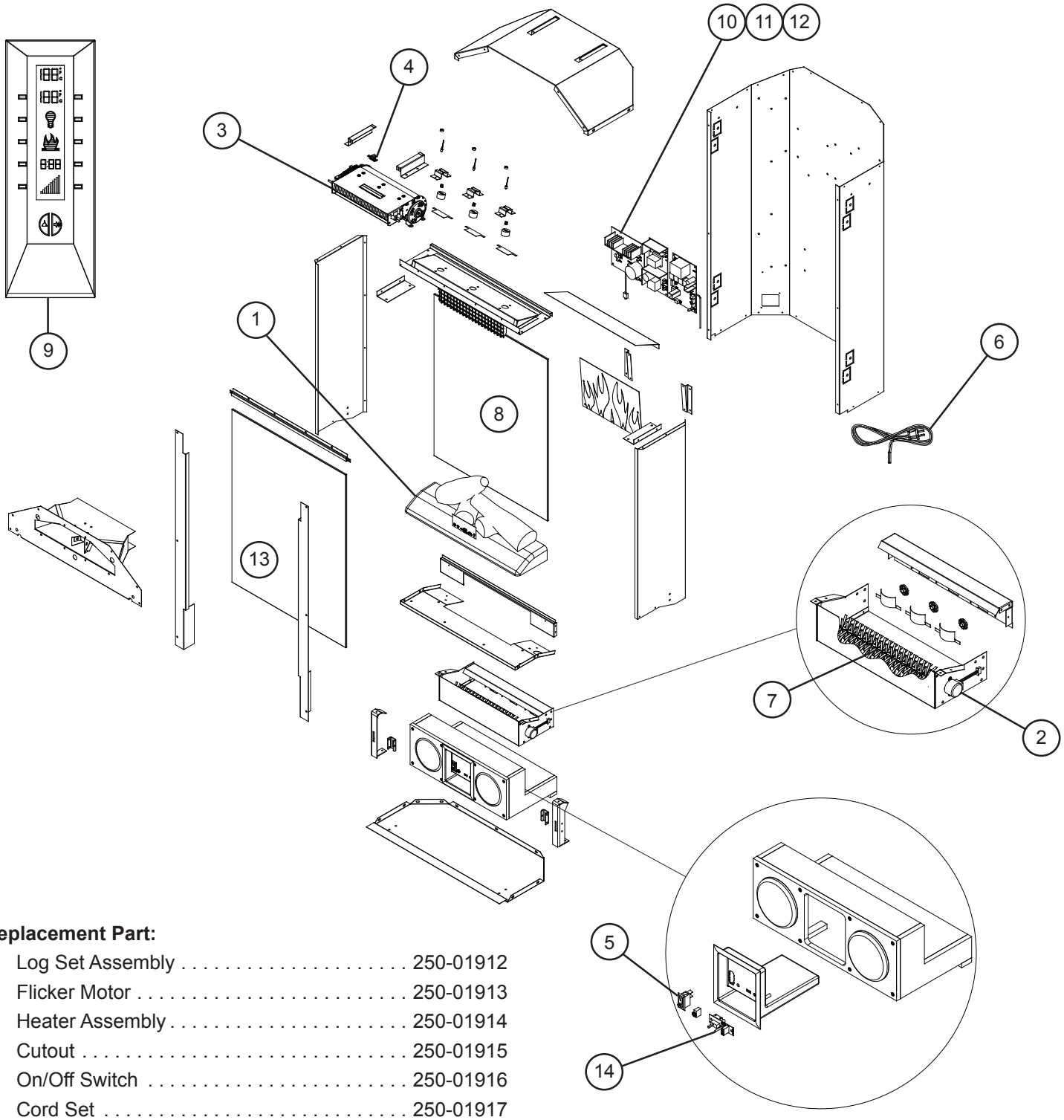
Exploded View and Parts List



Replacement Part:

1. Log Set Assembly 250-01912
2. Flicker Motor 250-01913
3. Heater Assembly 250-01914
4. Cutout 250-01915
5. On/Off Switch 250-01916
6. Cord Set 250-01917
7. Flicker Rod 250-01918
8. Mirror 250-01919
9. Remote Transmitter 250-01920
10. Audio Board (comes with Audio Port) 250-01921
11. Power Board 250-01922
12. LED Control / Remote Receiver Board 250-01923
13. Front Glass Assembly 250-01924
14. USB Switch Board 250-01925

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Overview

One of the most clever and well-designed features of the 21E is the built-in audio system. This system is compatible with iPod™, iPhone™ and all other mp3 audio players and phones. You can even listen to music transmitted wirelessly through your computer! Imagine relaxing (or having a dance party) to the sounds of your favorite music in whichever room you decide to install your Electric Fireplace.

> Need a heater + radio-in-1 for your garage? Consider installing a 21E with a cabinet… music, heat, and extra storage space!

What's Included

Here's what you get with the 21 Electric Fireplace Audio System:

- 25 Watt amplifier with high fidelity playback system (Figure 17)
- 1 Remote Control (Figure 18)
- 1 mini-jack auxiliary cable (Figure 19)
- 1 retractable USB cable for Apple iPod™/iPhone™ (Figure 20)
  NOTE: This USB cable is for **charging** your iPod™/iPhone™ from within the appliance.

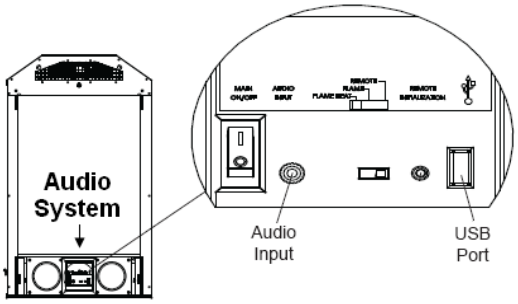

Figure 17

Figure 18

Figure 19

Figure 20

> Every luxury Tree House is in need of a glowing fire, a little mood lighting, and a rockin' sound system. Be the first in your neighborhood to upgrade. Your kids will thank you…and you can impress your friends.

USB Port The USB port in your 21 Electric is a power supply only. For all other brands of audio players or phones use the USB charging adapter that was included with your device.

Auxiliary Cable Simply attach one end of the 3.5 mm auxiliary cable into the headphone jack of your audio player, and insert the other end into the Audio Input located in the control box at the base of your 21 Electric.

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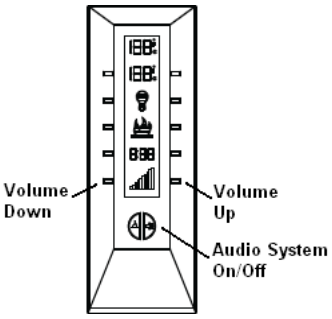
Remote Control In addition to fully operating every feature on your 21 Electric, the hand-held Remote Control performs two audio functions:

1. Power On/Off
2. Volume Adjust*



Music Functions All music functions are controlled directly from the audio player itself. For continuous play we recommend choosing a genre or playlist and setting the player to 'Shuffle' mode. For more detailed operating instructions please reference your device's Owner's Manual.

* For optimum audio quality, adjust the volume on your audio player to 50%-70% of the maximum volume output.

You can bring the party to your fireplace, or bring your fireplace to the party! Going to the cabin for the weekend? Taking an extended Holiday vacation? Pack up your 21 Electric and take it with you. Don't leave the entertainment behind!

HD Wireless Playback Options

iTunes PANDORA created by the Music Genome Project Windows Media Player ONLINE RADIO DVD AUDIO + MORE!!!

You can use a wireless audio adapter to play music through your 21 Electric Fireplace from your computer, surround-sound receiver, or other audio device.

We recommend Audio Engine's W1: Premium Wireless Audio Adapter*. This fits nicely into our appliance and you can broadcast your music up to **100 feet** with flawless uninterupted streaming! For more information about this product visit: audioengineusa.com. You can purchase Audio Engine's W1 for $99 directly from their website or from these other highly reputable electronic stores:

- B&H Photo, Video & Pro Audio www.bhphotovideo.com
- JR Music www.jr.com

*If you search for other wireless audio options they must fit into a space 3.75" tall x 3" wide x 1" deep

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How Wireless Feedback Works

1. Plug the transmitter into a USB port in your computer (or other audio output device.)
2. Plug the receiver into the USB port in the 21 Electric; this provides power to the receiver.
3. Connect the receiver to the Audio Input in the 21 Electric with the included auxiliary cable.

Congratulations! Your 21 Electric is now configured to play music from your computer. Here are some examples of different ways to play music/audio on your home computer or laptop:

- iTunes Library
- Pandora Radio – www.pandora.com A nifty customized online radio website.
- Your favorite Radio Stations that stream music online (almost all do these days.)
- CD's
- Play audio in perfect harmony with a video's soundtrack; i.e. online TV shows, YouTube, or DVD's…Wow! You can even use your 21 Electric as your room's speaker system!

Studies have proven that music helps sooth your pet and alleviate loneliness while you're away. Make your pet the happiest on the block. And men, when you're in the doghouse… literally…you'll still have your favorite Journey album to rock out to.

4. The last step?...JUST PUSH PLAY FROM YOUR COMPUTER!

As you can see, the 21 Electric Fireplace is as versatile as it is unique. So gather up your friends, let your hair down, and groove to the tunes from your home's latest and greatest accessory. We're positive that this hot new product will be a hit in your lifestyle. Send us a photo of you rockin' out with your 21 Electric…we'll be sure to post it on our Facebook site!

Visit our website to learn more about this one of a kind design. www.travisproducts.com

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Installation Instructions
Instructions d'installation / Instrucciones de instalación

Installation Instructions for:

- 21 E Travertine Liners
- 21 E Used Brick Liners
- 21 E Herringbone Liners

1) Remove front glass from firebox as shown in user guide (Pg. 4). This glass will no longer be needed.
2) Unpack liner kit.

⚠ **CAUTION:** Packaging contains glass.

3) Install liner panels as shown (Figure 1).
4) Install new glass with printing side in toward logs (Figure 2).
5) Reinstall all trims and brackets that were removed in step 1.

Instructions pour l'installation du :

- 21 E Travertine Liners
- 21 E Used Brick Liners
- 21 E Herringbone Liners

1) Retirer la vitre frontale du foyer, comme il est illustré dans le guide de l'utilisateur (p. 4). Cette vitre ne sera plus nécessaire.
2) Déballer l'ensemble de revêtement intérieur.

⚠ **MISE EN GARDE :** L'emballage contient de la vitre.

3) Installer les panneaux du revêtement intérieur comme il est indiqué (Figure 1).
4) Installer la nouvelle vitre, côté imprimé vers l'intérieur du foyer (Figure 2).
5) Réinstaller toutes les bordures et tous les supports ayant été retirés à l'étape 1.

Instrucciones de instalación del:

- 21 E Travertine Liners
- 21 E Used Brick Liners
- 21 E Herringbone Liners

1) Retire el cristal delantero del calentador de aire, como se muestra en la guía del usuario (p. 4). Este cristal ya no se usará.
2) Retire el conjunto del revestimiento interior.

⚠ **PRECAUCIÓN:** El embalaje contiene vidrio.

3) Instale los paneles del revestimiento interior, como se indica (Figura 1).
4) Instale el nuevo cristal, colocando el lado impreso hacia la parte interior del calentador (Figura 2).
5) Vuelva a instalar el material de fijación y las guarniciones que se han retirado en el paso 1.

Figure 1

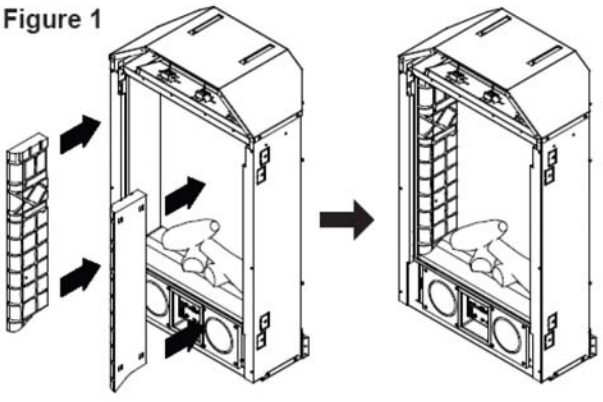
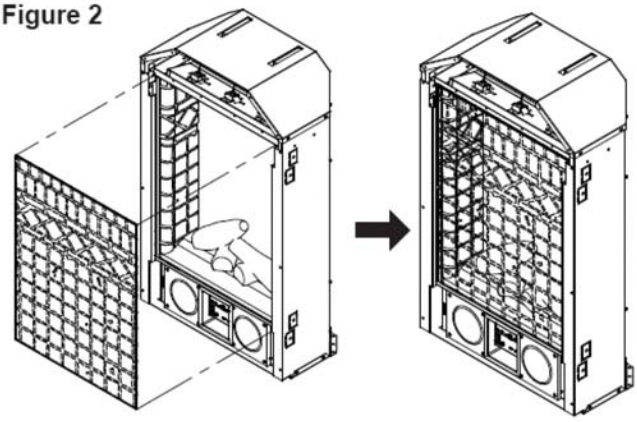


Figure 2



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